

TraCS FAQ—I can no longer log into my master computer after attempting a Distribution.

Problem

When completing Task 4-1 both programs need to remain open from the time  is press until  has been clicked. If not then the computer will remain in Distribution mode and the agency will no longer be able to login with any user ID except 00001 with the password of tracs.

Resolution

1. Go into the Settings.ini file usually found in
 - a. Window 7 machines—C:\ProgramData\Tracs\Settings\
or
 - b. Windows XP machines—C:\Documents and Settings\All Users\Application Data\Tracs\Settings\
or
 - c. Look for the following

DatabaseConnection_File_Universal=\Settings\DatabaseConnection.set.unv.exml

DatabaseConnection_File_Global=\Settings\DatabaseConnection.set.glob.exml

DatabaseConnection_File_Regional=\Settings\DatabaseConnection.set.reg.exml

DatabaseConnection_File_Local=\Settings\DatabaseConnection.set.loc.exml

2. These all need to have the paths the same. The last one will be incorrect. The last one will say

DatabaseConnection_File_Local=\DistributionWorkArea\DatabaseConnection.set.loc.exml

- a. This is incorrect.
 - b. Change the file path for the Local so that all for paths are identical.
3. If  and your distribution is going wrong to avoid this problem Click , and one of the choices will be cancel. That will revert your machine back to normal.